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InterSystems Official  
[Mike Morrissey](#) · Mar 12, 2020

## March 11, 2020 – Multiple HealthShare Advisories

This message contains five recent HealthShare Advisories, which are available below.

These advisories are also on the [InterSystems Product Alerts and Advisories page](#)

- [Advisory: Gap in medications display if generic names not included](#)
- [Advisory: Updated the Clinical Viewer so that silent encounters do not display](#)
- [Advisory: Corrected gap in custom lab charts not displaying all results in Clinical Viewer](#)
- [Advisory: Residual Locks on Late Update](#)
- [Advisory: Incorrect HealthShare Mirror Upgrade Documentation could lead to Data Integrity issues](#)

If you have any questions regarding these advisory, please contact the Worldwide Response Center (WRC).

## March 11, 2020 – Advisory: Gap in medications display if generic names not included

InterSystems has corrected a defect affecting how medications are displayed in the Clinical Viewer, when the generic name is not provided.

This problem exists for:

- HealthShare Information Exchange 2018.1
- HealthShare Unified Care Record 2019.1

This defect occurs when incoming medication data does not include the generic name within the Unified Care Record and subsequently is not displaying the Clinical Viewer. This has been corrected as of 2019.1.2. This can be resolved by requesting an Ad hoc with the dev key below.

The correction for this defect is identified as dev key WRS1026 and will be included in all future product releases. It is also available via Ad hoc change file (patch) or full kit distribution by contacting the Worldwide Response Center (WRC).

If you have any questions regarding this advisory, please contact the WRC.

## March 11, 2020 – Advisory: Updated the Clinical Viewer so that silent encounters do not display

InterSystems has corrected a defect affecting silent encounters in the Clinical Viewer.

This problem exists for:

- HealthShare Information Exchange 2018.1
- HealthShare Unified Care Record 2019.1

The Unified Care Record creates a silent encounter when incoming data is not associated with an encounter. The defect is that these silent encounters were displaying within the Clinical Viewer, when they should not. This has been corrected as of 2019.1.2. Customers using 2018.1 and 2019.1 can request an ad hoc with the dev keys below.

If customers have not upgraded to HealthShare Information Exchange 2018.1 or Unified Care Record 2019.1, this defect is not present. The Unified Care Record 2019.1.2 release has fixed this defect.

The correction for this defect is identified as dev keys WRS1027, WRS1052 and WRS1067, which will be included in all future product releases. It is also available via Ad hoc change file (patch) or full kit distribution by contacting the Worldwide Response Center (WRC).

If you have any questions regarding this advisory, please contact the WRC.

## March 11, 2020 – Advisory: Corrected gap in custom lab charts not displaying all results in Clinical Viewer

InterSystems has corrected a defect affecting custom lab charts.

This problem exists for:

- HealthShare Information Exchange 2018.1 HealthShare Unified Care Record 2019.1

This defect occurs when a Unified Care Record customer has created a custom lab chart where not all incoming lab data is tagged with the "lab" category in SDA. This can be resolved by requesting an ad hoc with the dev key below.

If customers have not upgraded to HealthShare Information Exchange 2018.1 or Unified Care Record 2019.1, this defect is not present. The Unified Care Record 2019.1.2 release has fixed this defect.

The correction for this defect is identified as WRS1025 which will be included in all future product releases. It is also available via Ad hoc change file (patch) or full kit distribution by contacting the Worldwide Response Center (WRC).

If you have any questions regarding this advisory, please contact the WRC.

## March 11, 2020 – Advisory: Residual Locks on Late Update

InterSystems has corrected a defect when the InactiveMRNHandlingMode is set to Late Update.

This problem exists for:

- HealthShare Unified Care Record 2019.1

This defect occurs when the InactiveMRNHandlingMode in the HS.Gateway.ECR.Manager is set to Late Update. In rare situations where the Late Update code is triggered, locks on an MRN can fail to be

released. This can result in messages becoming stuck in the ECR Manager.

The correction for this defect is identified as dev key MCZ110 and included in all product releases from Unified Care Record 2019.1.1 onwards. It is also available via Ad hoc change file (patch) or full kit distribution by contacting the Worldwide Response Center (WRC).

If you have any questions regarding this advisory, please contact the WRC.

## March 11, 2020 – Advisory: Incorrect HealthShare Mirror Upgrade Documentation could lead to Data Integrity issues

InterSystems has corrected a defect in the steps needed to upgrade a mirrored HealthShare environment.

This problem exists for:

- All versions of HealthShare Information Exchange, Unified Care Record, Patient Index, Health Insight, or Personal Community that support mirroring prior to version 2019.2.

This does not affect any versions of Health Connect or IRIS for Health.

In previous versions, the HealthShare mirror upgrade procedure was written in a way that minimized system downtime. Specifically, the mirror upgrade instructions allowed customers to continue processing new data until after the backup mirror member was already successfully upgraded and running the new version. Due to changes in the data model between versions, the recommendation now is to stop processing new data immediately upon beginning the upgrade procedure.

If customers were to follow the previously documented mirror upgrade procedure, it could cause an issue where new data comes in using the data model from the previous version, but then gets mirrored to a backup member without going through the proper conversion steps.

For more information, please see the 2019.2 mirror upgrade documentation.

With each upgrade, it is important to review and follow the upgrade instructions included for the version. The new procedure of turning off data feeds at the beginning of the upgrade should be followed for all upgrades, including those to previous versions such as 2019.1 or 2018.1. The documentation for these version has been updated.

Customers upgrading their mirrored environments should NOT reference the documentation available with their current version. Instead, they should reference the HealthShare 2019.2 online documentation for the correct set of instructions, specifically the section titled [Upgrading a Unified Care Record Mirror](#).

There are no code changes related to this Advisory and an Ad hoc is not required.

If you have any questions regarding this advisory, please contact the Worldwide Response Center (WRC).

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